ANNUAL PLAN

FY 2026-27

Helping libraries achieve greatness in their communities

Annual Plan

HELPING LIBRARIES ACHIEVE GREATNESS IN THEIR COMMUNITIES

As CLiC enters its 2026-27 fiscal year, the organization is guided by long-range strategic priorities approved by the Board in 2017, revised in 2022 and 2026.

Combined, the Long Range Strategic Plan and this Annual Plan document serve as guides for CLiC's services, fulfilling the organization's requirements according to Code of Colorado Regulations 1 CCR 301-22.

The Annual Plan and FY26-27 Budget was approved by the CLiC Governing Board on June 10, 2026.

James Duncan, Executive Director

VISION

Helping libraries achieve greatness in their communities

MISSION

Connecting. Energizing. Inspiring. Services for libraries throughout Colorado.

CORE VALUES

Deliver friendly service
Seek opportunities for collaboration
Support growth and discovery
Celebrate successes
Save money for libraries
Blend work & play to create fun

SERVICE GOALS

ASPENCAT ILS (INTEGRATED LIBRARY SYSTEM) SUPPORT

Powering small libraries

Joining the AspenCat union catalog transforms a library's collection. Offering access to more than 1.6 million items, AspenCat demonstrates that small libraries and schools together become powerful. Participating small libraries and schools improve access to library materials for their patrons, virtually exploding the size of their collections.

- Explore ways to improve the AspenCat service package. Solicit feedback on development opportunities from member libraries. Work with other Community Koha organizations globally to collaborate on paying for useful developments.
- Continue growing and diversifying the knowledge and expertise of AspenCat staff members.
- Train member libraries on new aspects of the AspenCat system through a variety of mechanisms, including selected in-person trainings, virtual trainings, CLiC & Connect workshops, and the AspenCat Conference.
- Experiment with proactive communications with libraries to understand their evolving needs. Utilize the listserv, ticketing system, direct communication, and meetings (in-person and virtual) to customize services. Explore office hours and focus on libraries that are quiet or potentially disengaged.
- Continue to work with the State Library's Institutional Library Development Unit and staff at 22 Colorado Department of Corrections institutional libraries. Support the activation of resource sharing/ILL with these libraries when requested. Continue to identify custom developments required by the CDOC to ensure ongoing compliance with security and privacy policies, and to accommodate local facility operations. Provide customized training and custom documentation as required.
- To grow and sustain AspenCat, new member libraries and schools will be added that are a good fit for the AspenCat community, at a rate that ensures continuity of CLiC's high standards for customer support.
- Update AspenCat documents, guides, etc. and ensure these are accessible.
- Refine messaging about savings achieved by libraries and schools participating in the AspenCat service. This messaging will be based on data, financials and testimonials.

TALENT DEVELOPMENT

Growing library staff

Evolving needs for professional development and training, as expressed by libraries, require CLiC staff to seek enhanced strategies for delivering rich content designed to inspire, educate and empower rural and small library staff to be creative and innovative in their work, and for creating peer connections.

- Innovate CLiC's approaches to training – utilizing adult learning theory & practice, instructional design, in-person & virtual training, and resources.
- Develop broad organizational consistency and effectiveness utilizing various instructional approaches, tailored to how adults learn. Define, implement and test CLiC's talent development strategies and apply across all CLiC services. Retain CLiC's branding throughout.
- Evaluate effectiveness of talent development offerings using data collected from prior years' offerings to inform changes and process improvements.
- CLiC will collaborate with organizations whose mission/vision complement CLiC's core values, most specifically "Support Growth and Discovery." When financially possible, CLiC will provide support via scholarships and sponsorships to sustain the professional development programs and services of those organizations.
- Explore opportunities to extend talent development principles into all of CLiC's service areas.

COLLEAGUE ON CALL CONSULTING

On the ground, in the library, at the point of need

Consultants create connections for rural and small libraries by providing one-on-one virtual or in-person visits, or by facilitating connections between libraries through gatherings. Consultants share their expertise, inform about library trends, teach skills, support library initiatives, and most of all, listen.

- Utilize team approaches to consulting that respect individual relationships between consultant and library directors while leveraging the broader expertise of the entire team, including specialist knowledge throughout CLiC, external organizations, libraries that have faced similar situations, and other professionals.
- Identify emerging trends in libraries so that CLiC staff can develop resources and create custom solutions that fit libraries' unique needs.
- Develop a systemic approach to supporting school libraries, especially collection management projects, and how to advise those organizations on digital collections.
- Explore opportunities to share the impact of the ConC team through gathered stories and periodic communications.

COURIER

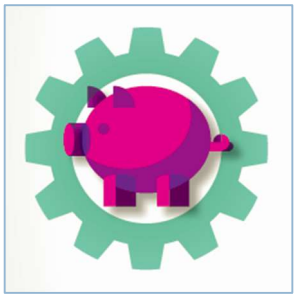
Sending and receiving right from libraries' back doors

Few services are as ubiquitous or as cost effective as the Courier, the physical delivery side of interlibrary loan. Annually, CO libraries lend or borrow millions of items from one another: books, CDs, DVDs and more. Hundreds of libraries and schools throughout CO receive service three, four or five days a week.

- Update advocacy collateral and stories about savings achieved by libraries and schools participating in the Courier service. This messaging will be based on data, financials and testimonials. Include impacts to courier as a result of ongoing process improvements and investment in Colorado's resource-sharing infrastructure.
- Refine ways to aggregate ILL data from Prospector, Marmot and AspenCat; use to estimate courier pricing earlier in the calendar so that libraries can better plan their budgets.
- Assess out-of-state courier connections, including ROI, usage, service issues and more. Consider alternative pricing models for these add-on services and connections.
- Finalize an out-of-state courier code lookup tool on the CLiC website. Continue developing the existing in-state courier support forms and related tools.
- Continue to review, enhance, and refine customer service procedures for addressing communications with libraries and service partners, including mechanisms for reporting and internally managing the occasional lost and damaged material situation.

COOPERATIVE PURCHASING

Saving money has never been easier for libraries



Through CLiC, libraries and school districts are buying bulk and saving. From vendor discounts, to packages of databases and specialized e-resources, CLiC's pre-negotiated bargains are a significant savings for libraries and schools as compared to buying direct. Bonus: CLiC staff members provide support and training associated with certain products.

- Continue to evaluate new cooperative-purchase products and negotiate with vendors when possible to bring the lowest possible pricing to libraries and schools.
- Continue refining approaches to teaching and guiding libraries how to better market through their web sites their electronic resources, in an effort to improve access for communities.
- Refine messaging about savings achieved by libraries and schools subscribing to various products through CLiC's cooperative purchase offerings. This messaging will be based on data, financials and testimonials.
- Facilitate a statewide process for gathering input into key database products licensed from major vendors; embark on negotiations of new contracts and pricing.

INNOVATIONS AND INITIATIVES

Pushing the envelope on behalf of libraries

Staff members constantly scan the horizon for opportunities to enhance library services and collections. Special projects are captured here.

- Implement Year 1 of the new CLiC communications plan, developed in April 2026.
- Continue developing multimedia assets designed to enhance adult learning of various topics associated with CLiC services. Track utilization and evaluate effectiveness of preliminary assets.
- Continue pursuing a multi-year advocacy strategy designed to reinforce the return on investment (ROI) of the organization and impacts of its services to the library community and Colorado. Activities include development and implementation of new social media & messaging practices, and more.
- Assess the value of continuing the Virtual E-Resources Conference Series, which was designed to educate librarians about best practices for managing e-resources, help libraries be financially responsible with licensing e-resources and inform on evolving changes/developments with e-resources typically licensed in Colorado.
- Assess strategic opportunities for CLiC to guide libraries in the utilization of artificial intelligence (AI).
- Conduct an environmental analysis as step one toward assessing the viability of a pooled/cost-sharing program focused on legal services for small and rural libraries.